

1  
CONSTITUENT OPINION FORM  
US SENATOR ARLEN SPECTER

DOCKET FILE COPY ORIGINAL

DATE:

1-7-93

RECEIVED BY:

NAME:

Christine Mulholland.

ADDRESS:

19 Morean St

EX PARTE OR LATE FILED

RECEIVED

MAR 22 1993

33 Whispering Pines Lane  
Birdsboro, PA 18002-5025  
December 23, 1990  
FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

The Honorable Arlen Specter  
US Senate  
Washington, DC 20510

Dear Senator Specter:

I dislike complaining to you in the first week of a new term, but feel I should bring this to your attention as many of your constituents are effected. Several months ago Congress passed a bill to regulate cable T.V. As you remember there were many paid advertisements at that by advocates for and against the bill. The bill passed and was supposed to protect the consumer.

Yesterday I opened my mail and found a bill from my cable company, Service Electric Cable TV, PO Box 25025, Lehigh Valley, PA 18002-5025. The cost for my "basic cable" per month went up from \$18.50 to \$20.50, an increase of 11%.

I will receive a pay raise this year of less than 4%, inflation is less than 4%, so why does my cable television bill nearly triple?

I believe the cable company is ripping off the consumer. They included a flier with the bill which is supposed to explain the increase, blamed in part on the new law.

The local cable company is a monopoly as I understand they are in most places. Thus I cannot change service if I want to.

Either Congress passed a law harmful to the consumer, or the cable company is taking advantage of the confusion about the law. Either way I believe it should be looked into.

Best wishes for a great term.

Sincerely,



Lee Boyle

EX PARTE OR LATE FILED

United States Senate

WASHINGTON, D.C. 20510

November 10, 1992

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MAR 22 1993

Ms. Kerry L. Roberts  
909 Amelia Avenue  
Belle Vernon, Pennsylvania 15012

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Dear Ms. Roberts:

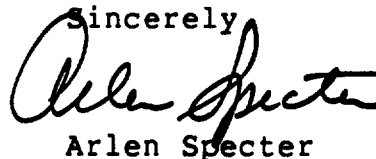
Thank you for contacting me regarding legislation to regulate the cable industry.

As you may know, on October 5, 1992, the Senate, with my support, overrode the President's veto of S.12, the Cable Television Consumer Protection Act of 1991 by a vote of 74 to 25.

The bill limits rates for basic cable service, except where cable systems face competition from "wireless cable" or other multichannel services. Rate regulation was needed since, according to government studies, monthly fees for cable service had risen approximately 60% in five years. The bill prohibits cable programming affiliates from refusing to sell its programs to its competitors, including wireless cable operators and satellite systems owners. In 100 markets where wireless cable companies now operate, cable prices on the average are 30% lower than in non-competitive markets. The bill also bars local franchising authorities from issuing an exclusive franchise, and permits cities and towns to operate their own cable systems.

Again, thank you for your interest. Please continue to keep me apprised of your views on matters of mutual concern.

Sincerely

  
Arlen Specter

AS/mpw

*I don't know about you sir, but effective*

# Notice to Customers

8795-5800

When the Federal Communications Commission (FCC) issued its new technical standards in 1992, it adopted regulations which require all cable television operators to establish a process for resolving complaints from customers about the quality of the television signals delivered and to notify customers of those procedures.

We are dedicated to providing quality cable television service to our customers and to assuring that each problem is immediately resolved to the customer's satisfaction. These customer service procedures, in addition to many other issues, are covered in material provided to you at the time of installation and generally annually after you've become a customer.

This notice summarizes some of the procedures that you need to know to help us resolve complaints you may have about the quality of the television signals delivered:

1. Our business office is open weekdays, except holidays, from 8:00 a.m. - 6:00 p.m. and on Sat. from 9:00 a.m. - 5:00 p.m. for customer visits and telephone calls. In addition, we can be reached by telephone 24 hours a day, every day of the year. Our telephone number is printed on your monthly bill.
2. When you call about a service problem during normal business hours, a Customer Service Representative (CSR) will attempt to determine the nature of the problem. If possible, the CSR will help you resolve the problem over the phone. If the problem cannot be resolved during the call, the CSR will schedule a Service Technician to visit your home, usually within 24 hours of the time of the call, excluding weekends and holidays. There is currently no charge for service calls if the problem is caused by our equipment. If our workload permits, the service call will be dispatched for same-day service.
3. If you call about a service problem outside of regular business hours, the call may be answered by a regional phone center, answering service or answering machine. Please leave both your home and work telephone numbers. When possible, a Service Technician will be dispatched right away to fix the problem. In all other cases, the regional phone center, answering service or answering machine will forward the information to our office. We will call you during normal business hours the next working day to resolve the matter.
4. Emergencies that affect signal quality such as fallen utility poles, violent storms or very cold weather may interfere with reception of cable service. We are committed to have one of our crews promptly correct an emergency situation. We pledge immediate response at any time if a large area of the system is experiencing technical difficulties.
5. Our CSR's and Technicians are trained and have the authority to do whatever is reasonably necessary to solve a customer's problem or initiate the solution, including replacement of any non-operating equipment in order to provide quality service.
6. We will maintain complaint records for at least a one-year period. In addition, those records will be available for inspection by the franchise authority or the FCC.

If you are unable to get a problem resolved to your satisfaction at the local level, you may write or call our State, Division or Corporate Customer Relations Specialist with concerns and complaints.

In addition, if you are not satisfied with our handling of your complaint, you may contact the local franchising authority. The address of the responsible officer for your franchising authority is noted on the back.

City Clerk  
City of Vestavia Hills  
513 Montgomery Hwy.  
Vestavia Hills, AL 35216

City Clerk  
City of Hoover  
P.O. Box 360628  
Hoover, AL 35236

We urge that you call us anytime you have questions or concerns about your service, VCR hook-up questions or problems, or any other aspect of the cable television service which we take pride in providing to you.

581-1999

Thelma Moore

978-0131

US Govt

1999

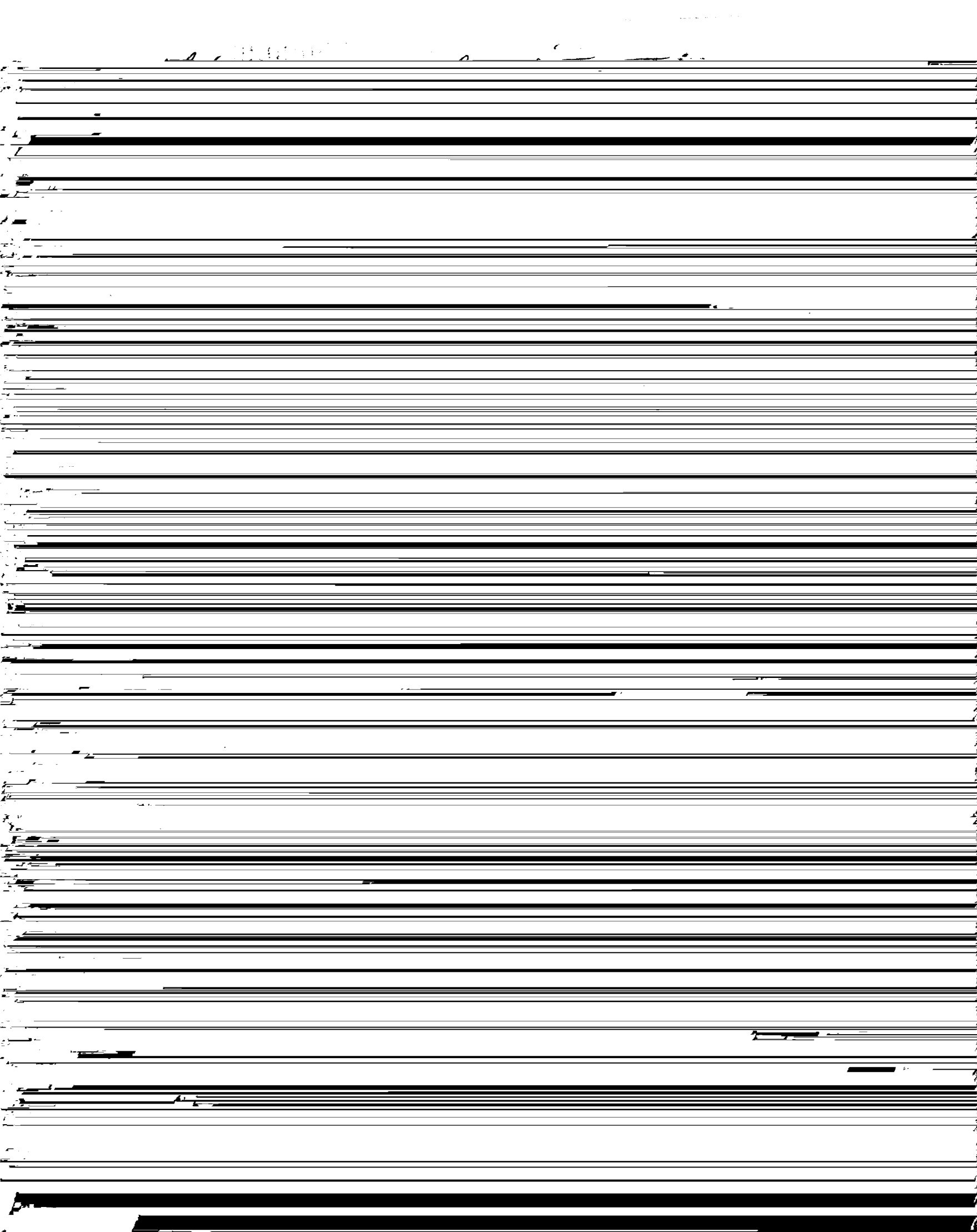
93020353

February 2, 1992

EX PARTE OR LATE FILED

FEB 6

Gloria Mann



# NewChannels

Cable Television 

November 25, 1991

Dear Corning NewChannels Customer:

This letter is to inform you that we will be adjusting our monthly service rates by \$1.50 and making several

~~changes effective January 1, 1992. On the back of this letter you will find a listing of service~~



## Putting Price in Perspective

Cable Television is still one of the best entertainment values today. The monthly price of Expanded Cable service costs just 57¢ per day, that's less than

...the cost for a cup of coffee,

...1 gallon of gas for your car,

...rental of a single video tape.

And with cable, you receive over 18,000 programming choices each month... many of which are exclusive to cable.

When you think that the average cost of a ticket to one concert, play or sporting event costs about \$20...you get a whole month of Expanded Cable for that price!

EX PARTE OR LATE FILED 2/1/93

Federal Communication Commission  
Mass Media Bureau  
Complaints & Investigations Branch  
Washington D.C. 20554

93020228  
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MAR 22 1993

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Re: Concom Cable TV  
Monthly fee 28.30

92-266

Gentlemen,

We have recently been advised  
of yet another rate increase on Cable  
TV by our supplier Concom Cable TV.

Concom purchased the cable TV  
from Keweenaw Key Cable TV in 1989.  
In just a little over 3 yrs. the  
rate has gone up 59% and the  
raise on 1-1-93 is 12 1/2% over  
1992. We watch CNN - Discovery & a  
variety of a network channel -

able because of cost. However,  
we are in a very poor reception  
area & are not allowed to put  
up a dish antenna in this  
retirement community.

We would like to subscribe to  
4 or 5 channels or else have  
the rate rolled back to reflect  
inflation or some other reasonable  
basis other than greed.

How do we go about getting  
a rate adjustment?

Sincerely -  
Robert & Deatrice Young  
50 Mainway Dr.  
Ablon, SC.

29674

cc of Copy rec'd  
UNABODE

0

EX PARTE OR LATE FILED

Barbara A. Buseen  
407 A Beechwood Avenue  
Olmsted, New Jersey  
609-856-8455  
March 1, 1993

RECEIVED

MAR 22 1993

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

*I started out paying \$20.00  
May 22, 1992 it was raised to  
\$21.75 now I see it will probably  
be \$23.75. This is just for basic cable.  
I guess this will be April 1, 1993. I  
can't understand how they have so much  
control. I am not paying \$19.25 @ month.*

*I am not allowed to go to Garden  
State Cable T.V. or K.M. Systems. These two  
companies honor free installation when  
advertised on T.V. They say they do not  
participate. These two companies have a  
better choice. I cannot get "E", 39A,  
Channel 5, Channel 11, AMC is past time.  
When I go to have cable I can not...*

INVESTIGATIVE  
COMPLAINTS  
SECTION  
83-80347

92-2166

I understand in Cherry Hill and Berlin you  
can get today movies if you pay we don't  
have this feature. I would pay for this.

I do not understand why Maple Shade  
has a lower rate. The cost of living in  
Maple Shade is higher that's why I live  
in Gloucester.

EX PARTE OR LATE FILED

93020378

DEAR Sirs :

As A retired couple, The  
RATE INCREASE THAT Cencom  
has applied to our cable,  
is, way out of line. 92-216

The cost has risen  
59%. This is higher than  
the rate of inflation.

Cable is one way  
of entertainment for  
retired couples.

Please see that  
something is done about  
this.

Thank you  
Mrs W.T. Hensge  
9 Topsail  
SALEM S.C. 29676

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FEB 10 9 19 AM '93

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FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Jan. 5 - 93

98010388 92-266

Sir,

I was very surprised to see your "National Coverage Cable Rates." I know we have been getting shafted for quite a few years now & from what I read it will not get any better, just worse.

I looked up my cancelled checks, ready for this ???

|                      |                         |
|----------------------|-------------------------|
| 1987 - 9.58 Heritage | 1990 - 17.43 Heritage   |
| 1988 - 13.06 "       | 1991 - 19.61 Heritage   |
| 1989 - 14.15 "       | 1992 - 21.63 7-8-92 TCI |
|                      | 1993 - 22.84 TCI        |

When the Co (Heritage) pulled their bills apart & started itemizing everything, I didn't like it. I called them & was told the services were available to everyone, and would be charged for them even if I didn't use them. I use Basic (old bill) I am known as Receipt 13 - Can't have one without the other, plus Expanded Cable which I don't use.

Like most Company's today, they do as they please, a lot of talk but no action.

It's nice to hear you are trying, good  
luck to you & us.

Thank you  
Sincerely

M. L. Lloyd  
1830 W 7th Street (2nd fl)  
Wichita, K. 66205-3038



Jack Vaniman  
38 Par Harbor Way  
Salem, SC 29676

93020223

92-266

EX PARTE OR LATE FILED

1/30/93

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FCC Mass Media Bureau  
Complaints and Investigations  
Washington, DC 20554

MAR 22 1993

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

I would like to register a complaint against  
my local Cable TV monopoly as to what I consider  
to be excessive prices increases. Beginning with  
the year 1990 when Cencom Cable TV purchased our  
local Cable operator they have increased prices by  
50%.

3 44 PM '93  
EX PARTE OR LATE FILED

216 E. Sixth Street  
Hazleton, Pa. 18603  
Jan, 4, 1993

Federal Communication Commission  
1919 M Street, N.W.  
Washington, DC 20554

93010389

92-266

Dear Sir:

I am writing to you about our recent cable rate hike. As of January 1, Cable TV Co., Inc. in Hazleton, Pa. increased our rate by \$1.10 per month. Also, our borough has levied a 5% Franchise Fee against the cable company, but; instead of the cable company paying this fee, they have passed it on to their customers. From October to December of 1992, we have been paying \$.85 a month franchise fee. Now we have been hit with another 5% franchise fee on top of what we are already paying. We were paying \$17.00 basic rate and \$.85 franchise fee. Now we are paying \$18.10 basic cable rate and \$1.80 franchise fee. I believe that is highway robbery. The 5% franchise fee should have been levied on the \$1.10 instead of ~~on~~ the whole amount.

Our cable service has not gotten better for the \$1.10, in fact, it is worse now.

I am hoping you can do something to rectify our situation.

Sincerely yours,  
William Chupcavich

*William*

*Chupcavich*

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MAR 22 1993

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

No. of Copies rec'd 0  
12345678

CABLE TV CO., INC.  
PO BOX 2209  
HAZLETON, PA. 18201

DATE 12/30/92

ACCT.# 01-012906

MAKE PAYMENTS TO

CABLE TV CO., INC.  
PO BOX 2209  
HAZLETON, PA. 18201

WILLIAM CHUPCAVICH  
216 E SIXTH ST.  
BERWICK PA 18603

AMOUNT DUE

19.90

DATE

ON RECEIPT

AMOUNT  
ENCLOSED

\$

PLEASE DETACH AND ENCLOSE TOP PORTION WITH PAYMENT

\* WE ACCEPT VISA AND MASTER CARD \*

OFFICE HOURS: 7:30 A.M. TO 6:00 P.M.

PHONE HOURS: 7:30 A.M. TO 6:00 P.M.

TELEPHONE: (717) 455-6851 OR (800) 633-8578

| ACCOUNT NUMBER | SERVICE FROM                      | SERVICE TO       | DATE DUE   |
|----------------|-----------------------------------|------------------|------------|
| 01-012906      | JANUARY 01, 1993                  | JANUARY 31, 1993 | ON RECEIPT |
| DATE           | SERVICE / TRANSACTION DESCRIPTION |                  | AMOUNT     |
| 12/11          | PREVIOUS BALANCE                  |                  | 17.85      |
|                | PAYMENT - THANK YOU               |                  | 17.85CR    |
|                | BASIC SERVICE                     |                  | 18.95      |
|                | FRANCHISE FEE                     |                  | .95        |
|                | AMOUNT DUE -->                    |                  | 19.90      |

PAYMENTS RECEIVED AFTER 12/29/92 ARE NOT INCLUDED IN THIS STATEMENT

PREVIOUS  
BALANCE

PAYMENTS  
THANK YOU

CURRENT  
CHARGES

ADJUSTMENTS

OTHER  
CHARGES  
(SEE ABOVE)

TAX FEE

AMOUNT  
DUE

Complaints  
Hollywood, Ca

6630 Fullmore St.

RECEIVED

RECEIVED

1 1993

MAR 22 1993

EX PARTE OR LATE FILED

FEDERAL COMMUNICATIONS COMMISSION

OFFICE OF THE SECRETARY MAIL ROOM

33024  
92-266

Rec.

I have ~~store~~ cable

Hollywood I am very  
unhappy with them. My  
husband is in V.A. Hospital  
dying - therefore, I'm very  
lonely - we have so many  
changes since I've made  
the biz - now, I can hardly  
get any of them, I pay \$31.00 a  
month for what? Reception  
is terrible. I have had men  
but have, no better, some  
flimsy excuse. I expect to  
pay, but just nothing! I'm  
not a "well off" person. I  
don't want my ~~and~~ published.  
I live alone, I'm afraid  
most sincerely, Althea Oberhausen

From the desk of **JOHNNIE PARKER**  
EXPANDED OR LATE FILED

92-266

RECEIVED

March 5, 1993

MAR 22 1993

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY  
Mr. Alfred E. Sickles, Chairman  
Federal Communications Com.  
Sir:

Enclosed a copy of the note to  
our President, our news paper, and  
various members of Congress.  
I'm sure this scurrilous action  
was not the intent of Congress!

I'm 72 yrs of age, retired, small  
fixed income. I watch helplessly as  
the small margin between income  
and necessities come together.

Sir: will you use your office to  
correct this obvious error?

Respectfully,  
JOHNNIE PARKER

From the desk of **JOHNNIE PARKER**

*March 5, 1993*

*Received (signature) 1-10*

4

Gethang they show the monthly charge is \$24, you are charged for a minimum of 6 months - even if you only want the service for a lesser period.

In this particularly difficult times (generally) for most consumers, cable TV's increases are outrageous.

I realize cable is an "plain" TV may be considered a luxury - for the elderly, home-bound or sick people - it is their only source of entertainment. At the same time, your reception is extremely poor unless you have cable.

Businesses should make

EX PARTE OR LATE FILED

March 5, 1993

FCC - Cable Regulations

1919 M St N.W.

Washington, D.C. 20554

93030339

I am writing to protest the outrageous cable TV rates.

I just received an invoice from Monmouth Cablevision (PO Box 58 Belmar, N.J. 07719-0058) for second (summer service) for 1993. The "Standard Cable Package" went for \$88 for last summer to \$144 this year (no change in the reconnection fee which is an additional charge). There is a 63% increase.

REC-1

100

0

92-2166

3/  
reasonable profits, but not be  
allowed to steal said her a  
legal,

Very truly yours,  
Nathan J. Heick  
629 Green St

SUPERSTOCK INC. / BRIDGEMAN ART LIBRARY, LONDON





FCC

Complaints Branch

RECEIVED

2-1-93

MAR 22 1993

92-266

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

I am writing to protest what is perceived to be un-just and excessive rate increases for cable TV locally. We have only one supplier namely, CENCOM, a monopoly operation.

Since CENCOM purchased our system in 1989, they have raised our basic rates over 59%; the latest increase effective 1-1-93 for one year period is 17 1/2%. Rate is now \$21.95 / - + tax